

Public (E-Mail) Folders - Creation

Requests for the creation of public folders are initiated using the MAC Request form. The Create Distribution List | Public Folder | *Functional Mailbox* option guides the user through the completion of the service request form.

The NMCI MAC Request form is the authorized tool to submit Move, Add or Change Requests to the NMCI Help Desk. Any NMCI user can complete a form. However, the form must be approved and submitted for processing by an approved base/site submitter, such as the CTR, ACTR or DCTR. Approved Requests are submitted to either NRFKMACMAIL@nmci-isf.com or SDCPMACMAIL@nmci-isf.com.

Requests are received and processed by the Service Request Management (SRM) team. Remedy tickets are created to track each request. The ticket is assigned to the Network Operations Center (NOC) where an Exchange administrator performs the requested work.

File Services - Administration

Requests for the administration of public folders are initiated using the MAC Request Form. The Change or Remove Distribution List | Public Folder | *Functional Mailbox* option guides the user through the completion of the service request form.

The NMCI MAC Request Form is the authorized tool used to submit Move, Add or Change Requests to the NMCI Help Desk. Any NMCI user can complete a form. However, it must be approved and submitted for processing by an approved base/site submitter, such as the CTR, ACTR or DCTR. Approved Requests are submitted to either NRFKMACMAIL@nmci-isf.com or SDCPMACMAIL@nmci-isf.com.

Users may request:

- The folder be deleted
- The name of the folder be changed
- The owner of the folder be changed
- The addition of owners

Requests are received and processed by the Service Request Management (SRM) team. Remedy tickets are created to track each request. The ticket is assigned to the Network Operations Center (NOC) where an Exchange administrator performs the requested work.

Obtaining Additional File Storage Space (E-Mail)

File share services, in excess of the amount provided as part of the basic NMCI services, allow the user to store and retrieve files on shared, controlled access storage media. This includes, but is not limited to, access controls, backup and recovery. The service is not available for hybrid seats or wall plug services.

Additional e-mail storage space, classified (CLIN 16AD) or unclassified (CLIN 16AC), is requested on-line through the eMarketplace tool. Requests from CTRs are received by the business office, validated with base operations, and processed by the Network Operations Center (NOC). A Remedy ticket is created, and additional e-mail storage is then allocated in standard increments of 25 MB.